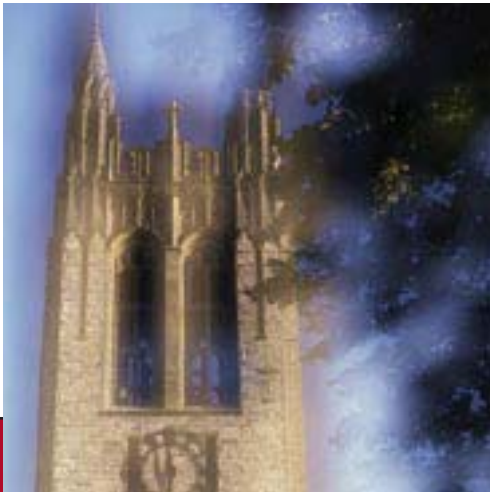


What to Do in an Emergency Situation

If you believe there may be imminent danger of harm to a student or someone else, as evidenced by several crisis symptoms, immediately call the Boston College Police Department (BCPD) for assistance at 617-552-4444.

If you need help in assessing the situation, call the University Counseling Services at 617-552-3310 between the hours of 9 a.m. and 5 p.m. After 5 p.m., contact BCPD at 617-552-4440.



If YOU need help in dealing with a crisis situation, contact the Office of the Dean for Student Development (ODSD) at 617-552-3470, BCPD at 617-552-4440, University Health Services at 617-552-3225, University Counseling Services at 617-552-3310, or Campus Ministry at 617-552-3475.

ADDITIONAL RESOURCES

Office of the Dean for
Student Development
21 Campanella Way, Suite
212
www.bc.edu/odsd
617-552-3470

Residential Life
21 Campanella Way, Suite
220
www.bc.edu/reslife
617-552-3060

Campus Ministry
McElroy 233
www.bc.edu/ministry
617-552-3475

University Counseling
Services
Gasson Hall 108
www.bc.edu/counseling
617-552-3310

University Health Services
Cushing Hall 119
www.bc.edu/uhs
617-552-3225

Boston College Police
Department (BCPD)
21 Campanella Way, 1st
Floor
www.bc.edu/bcpd
Emergency: 617-552-4444
Non-Emergency: 617-552-
4440

Administrator on Call
(via BCPD)
617-552-4440

Psychologist on Call
Emergency: 617-552-3227

Sexual Assault Network
www.bc.edu/sanet
617-552-2211

Critical Incident Stress
Management
21 Campanella Way, Suite
212
www.bc.edu/cism
617-552-3470

RESPONDING TO STUDENTS IN CRISIS OR DISTRESS

A RESOURCE FOR FACULTY & STAFF



Office for the Dean of Student Development
21 Campanella Way
Suite 212

617-552-3470
www.bc.edu/odsd

IS IT CRISIS OR DISTRESS?



Students in a Serious Mental Health Crisis

A crisis is a situation in which an individual's usual style of coping is no longer effective, and the emotional or physiological response begins to escalate.

If a student is in a serious mental health crisis, you might see or hear the following:

- Destruction of property or other criminal acts
- Extreme anxiety resulting in panic reactions
- Inability to communicate
- Suicidal statements or attempts
- Loss of contact with reality
- Highly disruptive behavior



Students in Distress

There are warning signs for stress which, when present over time, suggest that the problems a person is dealing with may be a cause for concern.

Warning signs include:

- Changes in academic performance
- Changes in attendance at class or meetings
- Depressed or lethargic mood
- Hyperactivity and/or rapid speech
- Social withdrawal
- Marked change in personal habits
- Repeatedly falling asleep in class
- Behavior that pushes the limits of decorum and that interferes with the educational environment
- Unusual or exaggerated emotional response to events



What You Can Do for a Student in Crisis or Distress

If you choose to approach a student you are concerned about or if a student seeks you out, here are some suggestions:

- Talk to the student in private when both of you have time and are not rushed or preoccupied.
- Be direct and specific. Express your concern in behavioral, nonjudgmental terms. For example, say, "You look stressed. I'm concerned about you. Can you tell me what is going on?"
- Listen sensitively.
- Be aware of resources and make a referral to one of them from this brochure.
- Follow up. Check with the student later to find out how he or she is doing. Provide support as appropriate.

Resources
Listed on Back